

# **Mercy Care Plan: A Collaborative Outreach Model for Diabetic Screenings in Latino Communities.**

April 14, 2005

9:30AM-10:30AM

Martin Block, M.D.

Chief Medical Officer

## Who is Mercy Care Plan?

Southwest Catholic Health Network (SCHN) was established in 1985 as a not-for-profit managed care corporation sponsored by Catholic Healthcare West and Carondelet Health Network.

SCHN, doing business as **Mercy Care Plan**, serves members enrolled in the Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid program.

Mercy Care Plan is administered by Schaller Anderson of Arizona, L.L.C., a health care management and consulting company.

## Our Mission

Mercy Care Plan is committed to promoting and facilitating quality health care services with special concern for the values upheld in Catholic social teaching, especially the preferential option for the poor and for persons with special needs.

## Cultural Competence

Mercy Care Plan values its diverse membership and makes every effort to offer a choice of qualified doctors and hospitals to meet the needs of members in a culturally appropriate manner. Since culture is a major factor in how people respond to health care, our services and programs respect traditions and customs of our members.

# Mercy Care Plan Enrollment by County

February 8, 2005

■ Maricopa - 168,706

■ Pima - 34,953

■ Yuma - 12,823

■ Yavapai - 12,456\*\*

■ Cochise - 8,868

■ Graham - 4,519

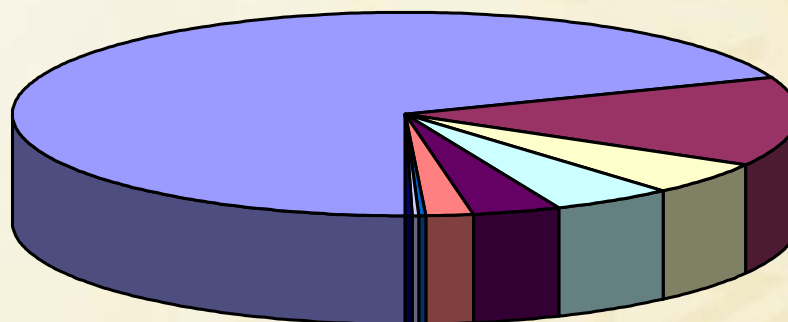
■ Pinal - 688\*

■ Greenlee - 623

■ La Paz - 441

■ Gila - 192\*

■ Santa Cruz - 89\*



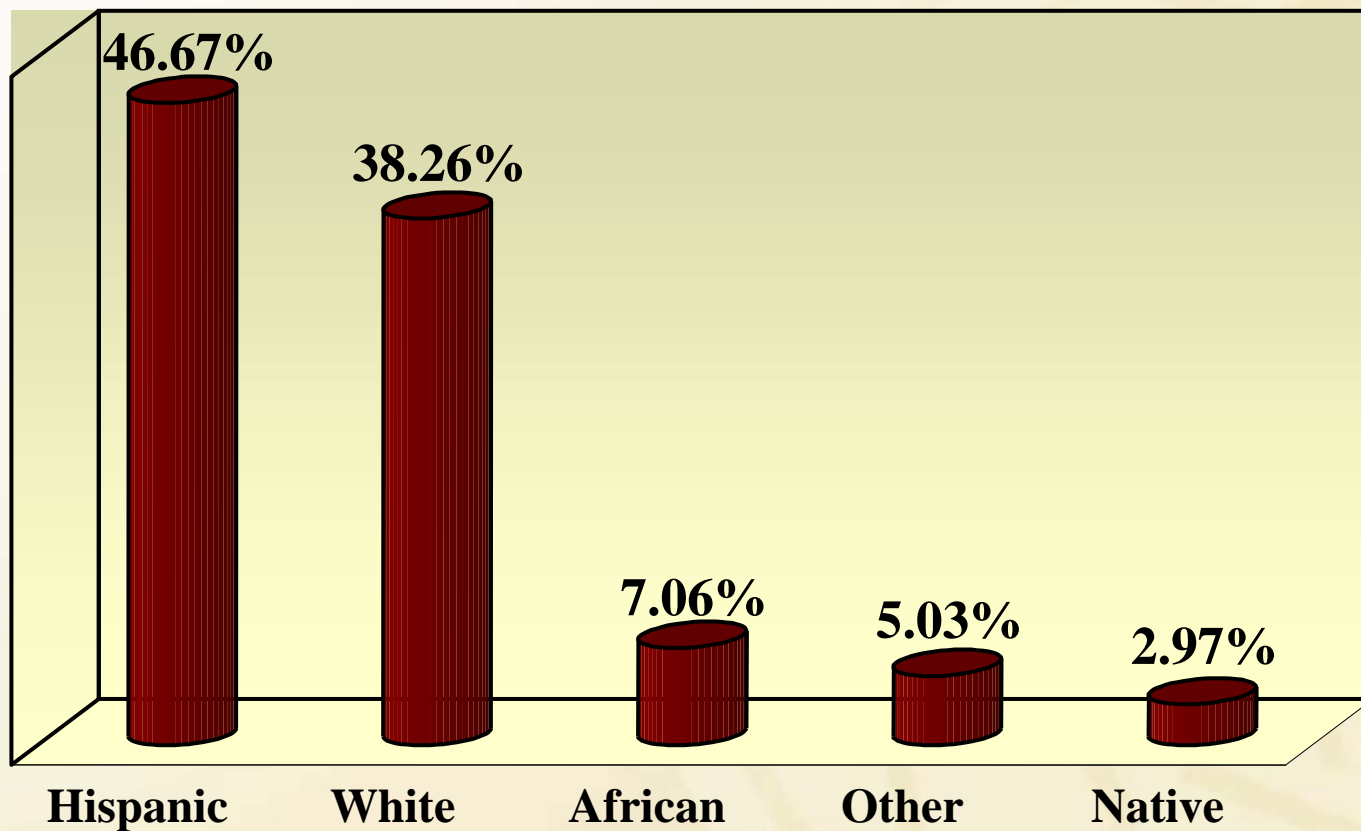
Total Enrollment 244,358

\* Division of Developmental Disabilities only

\*\* AHCCCS only

# Ethnicity Information (AHCCCS Acute)

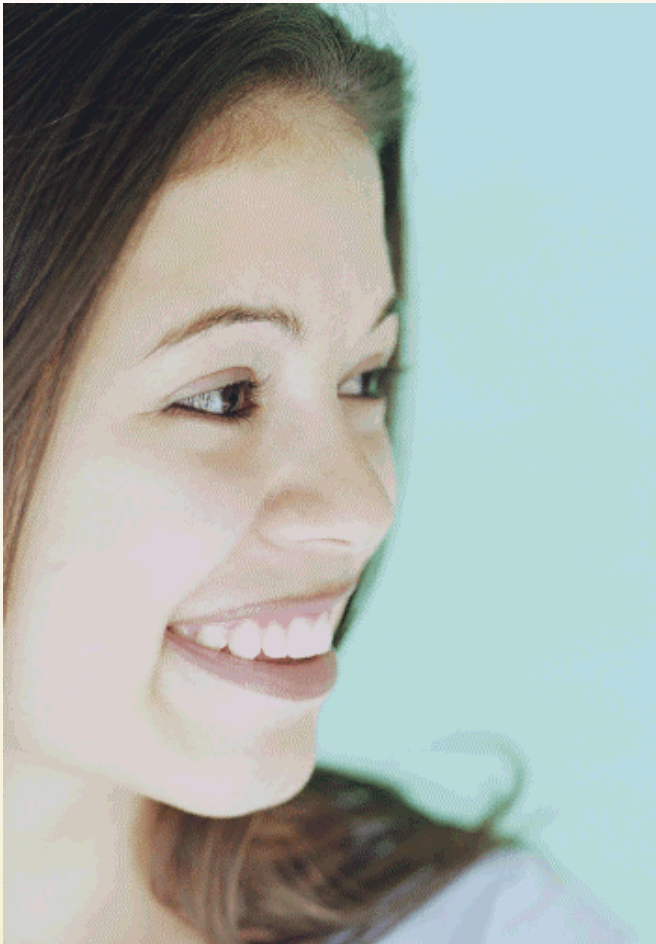
December, 2004



■ % of Membership



## Collaborative Outreach: Identify Need



- Approximately 800,000 people in the United States are diagnosed with diabetes each year. Research has demonstrated that there is a disproportionately higher percentage of diabetes among the Latino community.
- Mercy Care Plan developed a culturally appropriate model that encourages Latinos to seek an early diagnosis and detection of diabetes to help minimize the health and financial impacts of the disease.

## Collaborative Outreach: Objective



- Target individuals who have not been diagnosed and who are at risk of developing diabetes.
- Screen in neighborhoods with high percentages of Latinos and low-income people.
- Free screenings for all neighborhood residents, not just mercy care plan members.



## Collaborative Outreach: Strategy



- Coordinate health fairs to promote access to care by bringing bilingual health education and services directly to targeted Latino communities.
- Develop partnerships with local community organizations and agencies.
- Create a free and family-focused environment with activities for all age groups.
- Offer free diabetic screenings (Glucose tests are administered by a contracted home health agency providing immediate results).

## Collaborative Outreach: Screening Process



- Participants take a glucose test and results are given immediately.
- If the results are positive, the individual is then screened for health insurance.
- If the person does not have insurance they are referred to the Department of Economic Security (DES), to a FQHC, or to no- or low-cost community resources.

Cont'd...



# Collaborative Outreach: Screening Process



- If they are a Mercy Care Plan member their results are shared with the our disease management program for follow up with their primary care provider.
- If they are a member of another health plan, participants sign a HIPAA waiver, and the Mercy Care Plan quality management department forwards the participant's information to their health plan.

## Collaborative Outreach: Community Partners



- Chicanos Por La Causa provides information on their services.
- Valle Del Sol provides depression and anxiety screenings.
- Prevent Blindness of America provides eye screenings.
- Podiatrist provides foot screenings.

Cont'd...



# Collaborative Outreach: Community Partners



- Head Start provides information and enrolls kids in their program.
- Nuestra Salud offers lab work and bone density screenings for a low fee.
- Dental and chiropractic screenings are also provided.



## Collaborative Outreach: 2004 Outcomes

- Three health fairs: March 20<sup>th</sup>, April 24<sup>th</sup> and October 23<sup>rd</sup>
- 710 people attended
- 235 people were screened
- 25 people had a sugar level > 140
- 170 (72%) screenings were conducted in Spanish
- Approximately 65% screened had no insurance and were referred to the Department of Economic Security (DES), or a FQHC, or a no- or low-cost health community resource

# **Mercy Care Plan: Encourages Members to Get Needed Health Care**

Prenatal

Maternity

Mammography

Well Child Visits

Childhood Immunizations

# **Mercy Care Plan: Ongoing Interventions**

Bi-lingual interventions used to impact multiple health care needs.

- Member Handbook
- Member Newsletters
- Individual Telephone Contact with Members
- Individual Mailings to Members
- Maternity Book and Newborn Book
- Web-site Access
- Diabetes Health Fairs

# **Mercy Care Plan: Dedicated to Our Community**

Mercy Care Plan will continue to reach out to and educate the Latino community about the importance of getting screened for diabetes and other diseases.

In 2005, three health fairs are planned and we continue to maintain and build new relationships with community partners.

**Mercy Care.**  
**Always There.**